

NHS111 appointment utilisation Case Study

What we did

Leeds GP Confederation's Extended Access Team worked with NHS111 to develop the Directory of Service to allow unutilised appointments with extended access and same day response to be booked through NHS111.

Through joint working with the NHS111 Directory of Service team, NHS111 are able to direct patients to an Extended Access or Same Day Response service wherever appointments are available.

Once appointments have been utilised within each service the Directory of Service is turned off to ensure patients are no longer directed to the service.

This has supported other same day access services across the city such as UTCs, ED and OOH by patients being able to get a primary care appointment when available.

Aims - what we wanted to achieve

- Patients to be directed to the correct service to meet their needs.
- Patients seen close to home.
- NHS111 to be able to direct patients directly to extended access or same day response services when capacity was available.

Benefits - what difference we made

- Patients were seen within a primary care service and didn't default to ED;
- Circa 250 appointments per week are now directed directly through NHS111;
- Patients able to be seen closer to home by local clinicians.